Part No. P0945074 03

CallPilot

Unified Messaging Installation and Maintenance Guide

NORTEL NETWORKS™

CallPilot Unified Messaging Installation and Maintenance Guide

Copyright © 2002 Nortel Networks

All rights reserved. 2002.

The information in this document is subject to change without notice. The statements, configurations, technical data, and recommendations in this document are believed to be accurate and reliable, but are presented without express or implied warranty. Users must take full responsibility for their applications of any products specified in this document. The information in this document is proprietary to Nortel Networks NA Inc.

The software described in this document is furnished under a license agreement and may be used only in accordance with the terms of that license. The software license agreement is included in this document.

Trademarks

NORTEL NETWORKS is a trademark of Nortel Networks.

Microsoft, MS, MS-DOS, Windows, and Windows NT are registered trademarks of Microsoft Corporation.

All other trademarks and registered trademarks are the property of their respective owners.

Contents

Chapter 1
Requirements for installing Unified Messaging 7

About CallPilot Unified Messaging 7
Hardware requirements 7
Optional hardware 7
Software requirements 8
Supported Integrated clients 8
Supported Internet Mail clients 8
Voice format for Business Communications Manager 2.5 8
Related documents 8
Where to get help 9

Chapter 2
Configuring your system for Unified Messaging 11

Before you install Unified Messaging 11
Unified Messaging and data network security 11
Configuring IMAP/LDAP/SMTP servers for Unified Messaging 12
IMAP 12
LDAP 12
SMTP 12
Configuring environments without a DNS 13
Configuring Unified Messaging with IP address only 13

Chapter 3
Installing and configuring Unified Messaging 15

Installation information 15
Fax requirements 16
Uninstalling an earlier version of Unified Messaging 16
If you are Installing Unified Messaging for Outlook and GroupWise 16
Installing Unified Messaging 17
Setting the default email client 23
Configuring Outlook 2002 24
Using Outlook 2002 as an Internet mail client 24
Configuring Novell GroupWise 26
Removing the CallPilot Message Store 26
Configuring GroupWise for Unified Messaging 26
Configuring Lotus Notes 29
Updating the Mail database 29
Updating the database automatically 29
Updating the database manually 29

Setting up the CallPilot Address Book on the Lotus Notes server 30
Setting up the CallPilot Address Book Automatic update 32
Configuring Internet Mail clients 33
Configuring Outlook Express or Outlook in Internet Mail mode 33
Configuring an IMAP account on Outlook or Outlook Express 33
Configuring an LDAP directory service for Outlook Express or Outlook 35
Configuring special settings for Outlook Express or Outlook in Internet Mail mode 36
Testing the Outlook Express or Outlook in Internet Mail mode IMAP account . . . 36
Configuring Netscape Messenger 37
Configuring an IMAP account on Netscape Messenger 37
Configuring an LDAP directory service for Netscape Messenger 39
Testing the Netscape Messenger IMAP account 39
Configuring Eudora Pro 40
Configuring an IMAP account on Eudora Pro 40
Configuring an LDAP directory service for Eudora Pro 42
Testing the Eudora Pro IMAP account 42

Chapter 4
Troubleshooting 43

Troubleshooting during installation 43
Microsoft Outlook default mail client 44
Image Viewer is not installed 44
No authorization to perform this operation 44
Troubleshooting log on problems 46
Invalid credentials 46
CallPilot Logon Failure 47
Troubleshooting Outlook 2002 problems 48
Accessing CallPilot support tools in Outlook 2002 48
Troubleshooting Lotus Notes log on problems 49
Subscribers cannot see CallPilot Unified Messaging 49
Replacing the Mail database design 49
No entries in CallPilot Personal Name and Address Book 50
The dynamic link library nNOTES.dll could not be found in the specified path 50
You download the CallPilot address book and 0 entries are found 50
Troubleshooting after logging on 51
The CallPilot address book is empty 51
The subscriber has message access problems 51
The subscriber has problems sending messages 51
The subscriber cannot send messages 52
The subscriber cannot send a CallPilot message 52
Non-delivery notification 53
"Unknown" appears in the Sender field 53

The subscriber has problems with faxing 54
The subscriber has problems with fax reception 54
The subscriber has problems with receiving replies 54
Deleted messages remain in the subscriber's mailbox 55
The subscriber cannot delete messages 55
Messages no longer on server 55
Voice message does not play on telephone 55
The Message Waiting Indicator is active but there is no new message 56
Accessing Unified Messaging online Help 56
To access online Help 56
Using Unified Messaging Support Tools 57
Resetting the CallPilot message store for Microsoft Exchange or Outlook 57
CPTrace 58
Using CPTrace 58
CP Trace settings 59

Index 61

Chapter 1
Requirements for installing Unified Messaging

About CallPilot Unified Messaging

CallPilot Unified Messaging is a multimedia messaging application. Unified Messaging works with email clients to provide a single graphical interface for email messages and CallPilot voice, fax and text and messages.

This guide tells a System Administrator how to install, configure and troubleshoot CallPilot on a Business Communications Manager 2.5 system and on subscribers' computers.

You can install CallPilot on subscribers' computers, or subscribers can perform some configuration and troubleshooting tasks under your guidance.

Hardware requirements

The following list contains both the minimum and recommended hardware that Unified Messaging software needs for operation.

- IBM PC or compatible:
  - minimum Pentium/586 or faster system with 16 Mbytes of RAM minimum; 32 Mbytes recommended
- Monitor:
  - 16-color VGA 640 x 480 capability minimum; 256-color SVGA 800 x 600 capability recommended
- Disk drive:
  - 15 Mbytes of free space
- CD-ROM drive
- Windows-compatible mouse and keyboard
- LAN connection to Business Communications Manager 2.5. Subscribers can access their CallPilot messages over the LAN via ISDN, ADSL, dial-up modem or ethernet.

Optional hardware

- a sound card and a set of speakers for playing messages on a computer
- a microphone for recording messages on a computer

Software requirements

Supported Integrated clients

Integrated clients run with a corporate email server. You can use Unified Messaging with one or more of these clients:

- Microsoft Exchange 5.0
- Microsoft Outlook 97, version 8.0
- Microsoft Outlook 2000 with Outlook SP 1
- Microsoft Outlook 98 in corporate mode
- Microsoft Outlook 2002/XP
- Novell GroupWise 5.5 and 6.0
- Lotus Notes 5.0

Supported Internet Mail clients

You can use Unified Messaging with these IMAP Internet clients:

- Microsoft Outlook Express 5.0, 5.5 and 6.0
- Microsoft Outlook 98 or 2000 in Internet mail mode, and Outlook 2002 with Outlook SP 1
- Microsoft Outlook XP in Internet Mail mode
- Netscape Messenger 4.5, 4.6 and 4.77
- Qualcomm Eudora Pro Comm Center 5.0.X

Voice format for Business Communications Manager 2.5

Business Communications Manager 2.5 uses the G711 format to record and store voice messages. Since the Unified Messaging player records and plays messages in WAV format, Business Communications Manager 2.5 messages must be converted to WAV before playing, and composed messages must be converted to G711 to be stored on the Business Communications Manager 2.5. This decoding and encoding is done on the desktop client.

Related documents

For information about how subscribers use CallPilot and CallPilot, refer to the:

- *CallPilot Unified Messaging Quick Reference Guide*
- CallPilot Unified Messaging online Help and online guides
- *CallPilot Reference Guide*

For information about setting up CallPilot and CallPilot Message Networking refer to the:

- *Call Pilot Message Networking* Set Up and Operation Guide

- *CallPilot Manager Set Up and Operation Guide*

Where to get help

USA and Canada

Authorized Distributors - ITAS Technical Support

Telephone:
1-800-4NORTEL (1-800-466-7835)
If you already have a PIN Code, you can enter Express Routing Code (ERC) 196#.
If you do not yet have a PIN Code, or for general questions and first line support, you can enter ERC 338#.

Website:
http://www.nortelnetworks.com/itas/

email:
naitas@nortelnetworks.com

Presales Support (CSAN)

Telephone:
1-800-4NORTEL (1-800-466-7835)
Use Express Routing Code (ERC) 1063#

EMEA (Europe, Middle East, Africa)

Technical Support - CTAS

Telephone:
00800 800 89009 or 33 4 9296 1341

Fax:
33 49296 1598

email:
emeahelp@nortelnetworks.com

CALA (Caribbean & Latin America)

Technical Support - CTAS

Telephone:
1-954-858-7777

email:
csrmgmt@nortelnetworks.com

APAC (Asia Pacific)

Technical Support - CTAS

Telephone:
+61 388664627

Fax:
+61 388664644

email:
asia_support@nortelnetworks.com

Chapter 2
Configuring your system for Unified Messaging

Before you install Unified Messaging

Before using Unified Messaging:

- In Unified Manager, enable the Unified Messaging software authorization code and optionally the Fax keycode. For information on enabling on enabling software authorization codes, refer to the *CallPilot Manager Set Up and Operation Guide*.

- In CallPilot Manager, ensure that the number of Maximum Outcalling Channels is enough to accommodate the expected CallPilot telephone player usage. This value governs the number of simultaneous channels used for outcalling. For information on setting the outcalling channels, refer to the *CallPilot Manager Set Up and Operation Guide*.

- In CallPilot Manager, ensure that you have selected the Daylight Savings Time setting in System Properties during daylight savings time, and that the Daylight Savings Time setting is not selected when it is not daylight savings time. This value ensures that Unified Messaging messages have the correct time stamp. For more information refer to the *CallPilot Manager Set Up and Operation Guide*.

Unified Messaging and data network security

Due to the complexity and diversity of network configurations, this guide does not cover data network security issues. Discuss security issues with a security specialist or data network administrator.

Configuring IMAP/LDAP/SMTP servers for Unified Messaging

CallPilot supports IMAP/LDAP protocols, which let Unified Messaging subscribers access their CallPilot mailboxes using Microsoft Exchange, Microsoft Outlook, Lotus Notes, Novell GroupWise, and selected third-party Internet mail clients: Microsoft Outlook Express, Microsoft Outlook, Netscape Messenger, and Qualcomm Eudora Pro.

Each type of desktop client is configured and used slightly differently. To configure a specific desktop client, refer to "Installing and configuring Unified Messaging" on page 15.

Although you individually configure the desktop clients, you configure Business Communications Manager 2.5 the same way for all the desktop clients it supports. Follow the instructions in this chapter to configure the IMAP/LDAP/ SMTP servers.

IMAP

Internet Message Access Protocol (IMAP) lets a client access and use electronic mail messages on a server. These messages are always stored on Business Communications Manager 2.5.

IMAP lets subscribers check for messages from any location with an Internet connection. IMAP also lets subscribers access messages from multiple locations. IMAP is a method of accessing electronic mail or bulletin board messages that are kept on a shared mail server. IMAP lets a client email program access remote message stores as if they were local. For example, email stored on an IMAP server can be accessed from a computer at home, a workstation at the office, and a notebook computer while traveling, without the need to transfer messages or files between these computers.

LDAP

Lightweight Directory Access Protocol (LDAP) is a set of protocols for accessing information directories. LDAP supports TCP/IP, which is necessary for any type of Internet access. LDAP lets a client search for and use information entries on a directory server, such as the Business Communications Manager 2.5. For example, a typical entry in the CallPilot directory contains attributes of a subscriber such as name, telephone number, and CallPilot mail address. Internet clients can use LDAP to query address book information from the CallPilot directory, perform address resolution, or search for specific subscribers (if this functionality is implemented by the Internet client).

SMTP

Simple Mail Transfer Protocol (SMTP) is a protocol for sending email messages between servers. Most email systems that send mail over the Internet use SMTP to send messages from one server to another. These messages can then be retrieved with an email client using IMAP. SMTP is also generally used to send messages from a mail client to a mail server. This is why you must specify both the IMAP server and the SMTP server when you configure your email application.

Since Voice Profile for Internet Mail (VPIM) Networking also uses SMTP, you do much of the configuration for IMAP in the same places you set up VPIM Networking.

Configuring environments without a DNS

The Domain Name System (DNS) is an Internet service that translates domain names into IP addresses. Because domain names are alphabetic, they are easier for subscribers to remember. The Internet is based on IP addresses. Every time you use a domain name, therefore, a DNS must translate the name into the corresponding IP address. For example, the domain name www.example.com can translate to 198.105.232.4.

The DNS is, in fact, its own network. If one DNS server does not know how to translate a particular domain name, it asks another one, and so on, until the correct IP address is returned.

Unified Messaging uses Domain Name resolution, which is provided by a DNS. If your network does not have a DNS, then you must configure Unified Messaging to use IP addresses.

Configuring Unified Messaging with IP address only

If you do not use DNS to resolve domain names, configure the Business Communications Manager 2.5 system and client computers to use an IP address only:

1. Ensure no DNS servers are currently configured.
2. Enter the host name on the Business Communications Manager 2.5 system.
3. Configure computers running Unified Messaging with the IP address of the Business Communications Manager 2.5 system.

To ensure no DNS servers are currently configured

1. Start Unified Manager.
2. From the **Services** menu choose **DNS**.
3. Ensure that the **Primary (& Sec.) Server IP Addr** field is empty. If it is not, delete any entries and press the **Enter** button to save your changes.

To enter a Host Name on the Business Communications Manager 2.5 system

1. Start Unified Manager.
2. Choose **System** from the list box.
3. In the **System Nam**e box enter a system name.
   A system name can be any name (for example, myCompany).
4. Press the **Enter** button to save your new system name

To configure access to the Business Communications Manager 2.5 system on a subscriber computer

On each subscriber computer:

1. Start Unified Messaging for the first time on the client computer.|
   The Unified Messaging Logon page appears.
2. In the **Server** box type the IP address.
3. In the **Password** and **Mailbox** boxes, enter the subscriber's password and mailbox numbers.
   The email client opens.

Chapter 3
Installing and configuring Unified Messaging

It takes approximately 10 minutes to install Unified Messaging. Depending on the subscribers' expertise, you can ask them to install CallPilot on their computer.

Installation information

Before you install CallPilot on a subscriber's computer:

- Make sure the subscriber's computer has the correct hardware and software requirements. Refer to "Hardware requirements" on page 7 and "Software requirements" on page 8.

- If the subscriber has version 1.06 or earlier of Unified Messaging, you must uninstall the earlier version before you do the installation procedure.
  Refer to "Uninstalling an earlier version of Unified Messaging" on page 16.

- Ensure that the microphones, speakers, and sound cards that are connected to the subscriber's computer are configured. Refer to the manufacturer's documentation.

- If the subscriber wants to send or receive faxes on their computer, that they have Imaging for Windows installed. Refer to "Fax requirements" on page 16.

- Have this information available:
  - the fully qualified domain name (FQDN) of the Business Communications Manager 2.5 system, or the IP address, if you do not have a DNS
  - the SMTP/VPIM prefix of the Business Communications Manager 2.5. If you use Message Networking, include this prefix.
  - the subscriber's mailbox number

Note: If the subscriber uses Novell GroupWise they must have Windows Messaging 4.0 installed on their computer. This is normally the case when Windows is installed on a computer. However, if Windows Messaging 4.0 is not installed, the GroupWise installation gives you these options:

- Install the complete Windows Messaging system.
- Leave Windows Messaging as is.

Install the Complete Windows Messaging system even if Windows Messaging is already installed. This ensures that the GroupWise option is available during Unified Messaging installation.

Fax requirements

If subscribers intend to send and receive faxes on their computer, they must have Imaging for Windows installed.

To check whether Imaging for Windows is installed

1. Click the Windows **Start** button, point to **Programs**, point to **Accessories** and click **Imaging**. The Imaging for Windows window appears.

Uninstalling an earlier version of Unified Messaging

If the subscriber has Unified Messaging 1.06 or earlier on their computer, uninstall it before you do the installation procedure.

To uninstall Unified Messaging 1.06 or earlier

1. Quit any open applications, including the CallPilot installation program.
   If you use Microsoft Exchange or Microsoft Outlook, it can take an additional minute or two for the mail services to shut down.
2. Click the Windows **Start** button, point to **Programs**, point to **Nortel Networks CallPilot Unified Messaging** and click **Uninstall CallPilot Unified Messaging** for the specific email client.
   The Uninstall window appears.
3. Click the **Uninstall NOW!** button.
4. If a message appears that asks if you want to delete any files beginning with the letters nb, nm, or ns, click the **Yes** button.
5. If you are uninstalling Unified Messaging for Lotus Notes, you must enter your Lotus Notes password before the uninstall process continues.

If you are Installing Unified Messaging for Outlook and GroupWise

If you want to install Unified Messaging for both Microsoft Outlook and Novell GroupWise on the same computer, you must install each client separately.

1. The first time you install Unified Messaging, select the Exchange/Outlook email client only, and when you reach the Additional Options screen, make sure you select the **Update default mail profile** option.
2. Install Unified Messaging a second time, and this time select the Novell GroupWise email client only. When you reach the Additional Options screen, make sure you select the **Update default mail profile** option.

Installing Unified Messaging

You install Unified Messaging from the Business Communications Manager 2.5 Unified Manager.

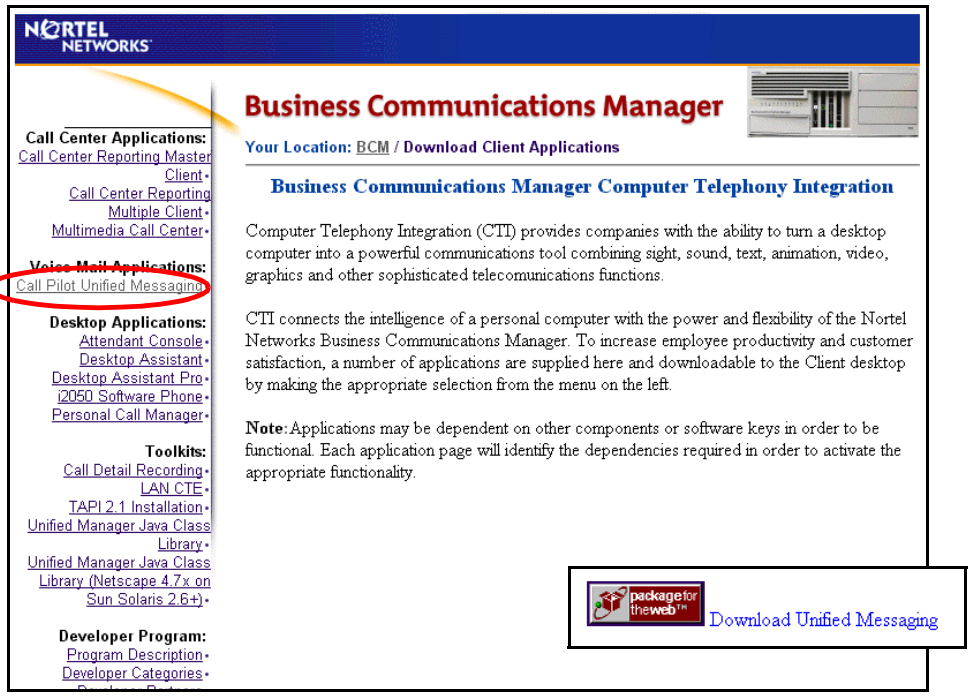
To install Unified Messaging

1 On the subscriber's computer, close any open Windows applications.

2 Point the web browser to the URL
http://<IP address>:6800
where <IP address> is the IP address of Business Communications Manager 2.5.
The Business Communications Manager 2.5 Unified Manager screen appears.

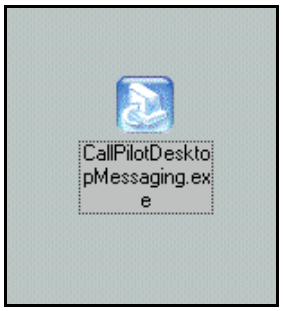
3 Click the **Install Clients** button.
The Download Desktop Applications screen appears.

4 In the left frame, click the **CallPilot Unified Messaging** link.


NORTEL NETWORKS
Business Communications Manager
Your Location: BCM / Download Client Applications
Business Communications Manager Computer Telephony Integration
Computer Telephony Integration (CTI) provides companies with the ability to turn a desktop computer into a powerful communications tool combining sight, sound, text, animation, video, graphics and other sophisticated telecomunications functions.
CTI connects the intelligence of a personal computer with the power and flexibility of the Nortel Networks Business Communications Manager. To increase employee productivity and customer satisfaction, a number of applications are supplied here and downloadable to the Client desktop by making the appropriate selection from the menu on the left.
Note: Applications may be dependent on other components or software keys in order to be functional. Each application page will identify the dependencies required in order to activate the appropriate functionality.
Call Center Applications:
Call Center Reporting Master Client
Call Center Reporting Multiple Client
Multimedia Call Center
Voice Mail Applications:
Call Pilot Unified Messaging
Desktop Applications:
Attendant Console
Desktop Assistant
Desktop Assistant Pro
i2050 Software Phone
Personal Call Manager
Toolkits:
Call Detail Recording
LAN CTE
TAPI 2.1 Installation
Unified Manager Java Class Library
Unified Manager Java Class Library (Netscape 4.7x on Sun Solaris 2.6+)
Developer Program:
Program Description
Developer Categories
Download Unified Messaging

5 Click the **Download Unified Messaging** button.
The File Download dialog box appears.

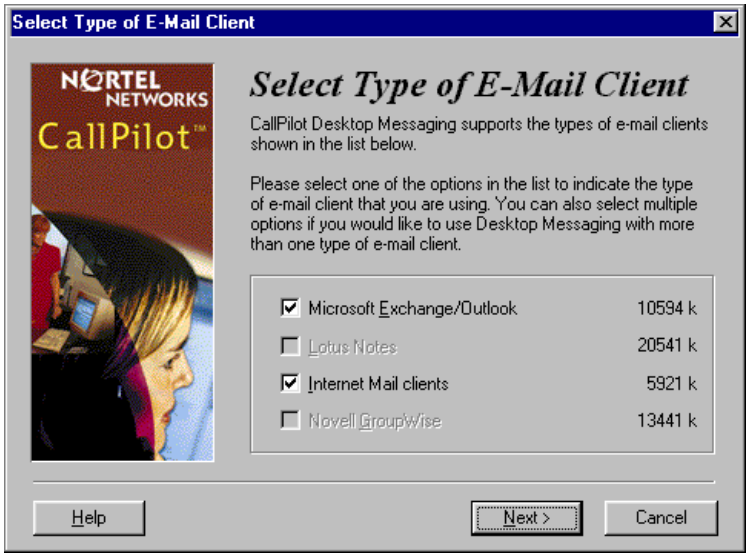
6 Select **Run this program from its current location** and click the **OK** button.
Unified Messaging downloads to the subscriber's computer.



7 On the subscriber's desktop, click the **Desktop Messaging.exe** icon.
The setup program starts and the Welcome window appears.

Welcome
NORTEL NETWORKS
CallPilot™
Welcome to the CallPilot Desktop Messaging Installation Wizard.
This wizard will guide you through the installation of CallPilot Desktop Messaging.
It is strongly recommended that you exit all Windows programs before running this Setup Program.
Click Cancel to stop the wizard and close any programs you have running.
To continue, click Next.
WARNING: This program is protected by copyright law and international treaties.
Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
Help
< Back
Next >
Cancel

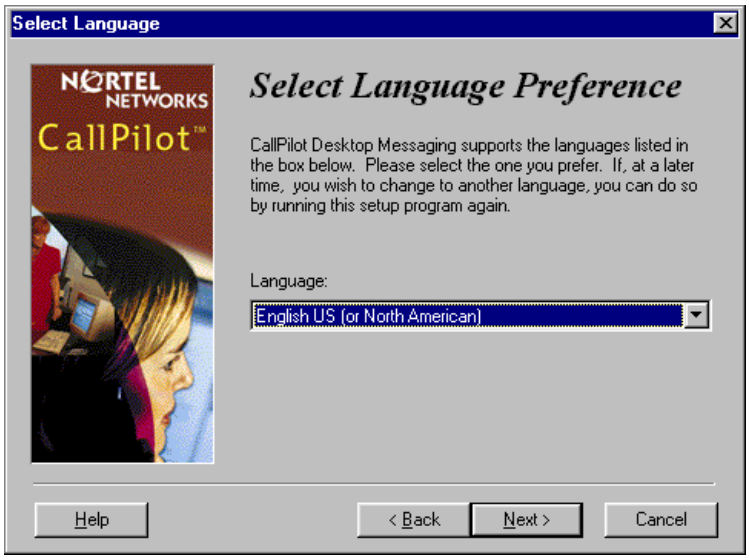
8 Click the **Next** button.
The Select Type of E-Mail Client screen appears.


Select Type of E-Mail Client
NORTEL NETWORKS
CallPilot™
Select Type of E-Mail Client
CallPilot Desktop Messaging supports the types of e-mail clients shown in the list below.
Please select one of the options in the list to indicate the type of e-mail client that you are using. You can also select multiple options if you would like to use Desktop Messaging with more than one type of e-mail client.
Microsoft Exchange/Outlook 10594 k
Lotus Notes 20541 k
Internet Mail clients 5921 k
Novell GroupWise 13441 k
Help
Next >
Cancel

9 Select the check boxes for the email clients that you use.
Internet Mail clients include Microsoft Outlook Express, Microsoft Outlook in Internet mail mode, Netscape Messenger, and Qualcomm Eudora Pro.

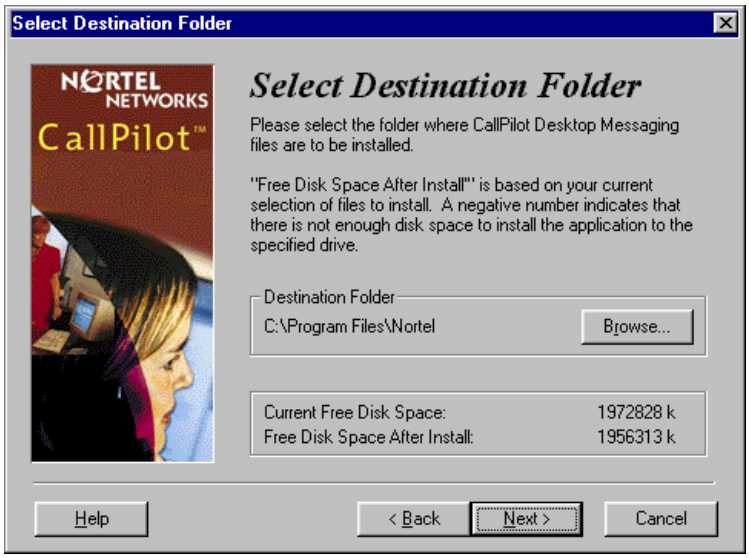
Note: If you want to install Outlook and GroupWise on the same computer, you must follow the procedure "If you are Installing Unified Messaging for Outlook and GroupWise" on page 16.

10 Click the **Next** button.
The Language selection screen appears.


Select Language
NORTEL NETWORKS
CallPilot™
Select Language Preference
CallPilot Desktop Messaging supports the languages listed in the box below. Please select the one you prefer. If, at a later time, you wish to change to another language, you can do so by running this setup program again.
Language:
English US (or North American)
Help
< Back
Next >
Cancel

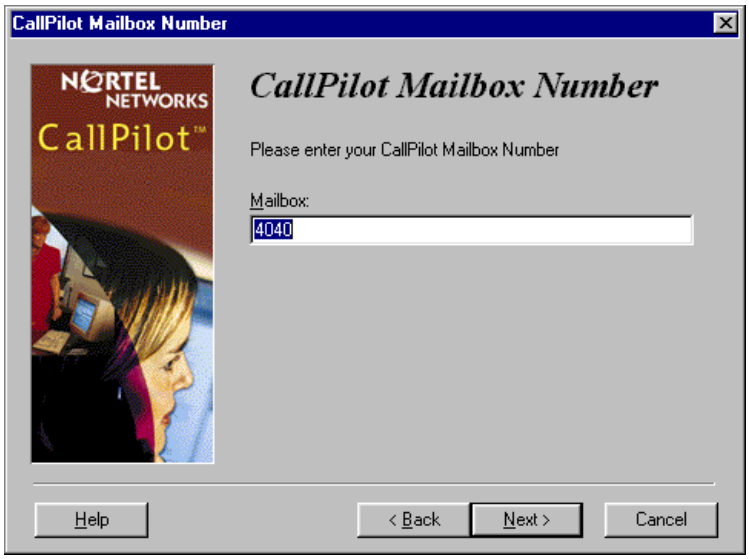
11 From the Language list box, select the language you want to use.

12 Click the **Next** button.
The Select Destination Folder screen appears.


Select Destination Folder
NORTEL NETWORKS
CallPilot™
Select Destination Folder
Please select the folder where CallPilot Desktop Messaging files are to be installed.
"Free Disk Space After Install"' is based on your current selection of files to install. A negative number indicates that there is not enough disk space to install the application to the specified drive.
Destination Folder
C:\Program Files\Nortel
Browse...
Current Free Disk Space: 1972828 k
Free Disk Space After Install: 1956313 k
Help
< Back
Next >
Cancel

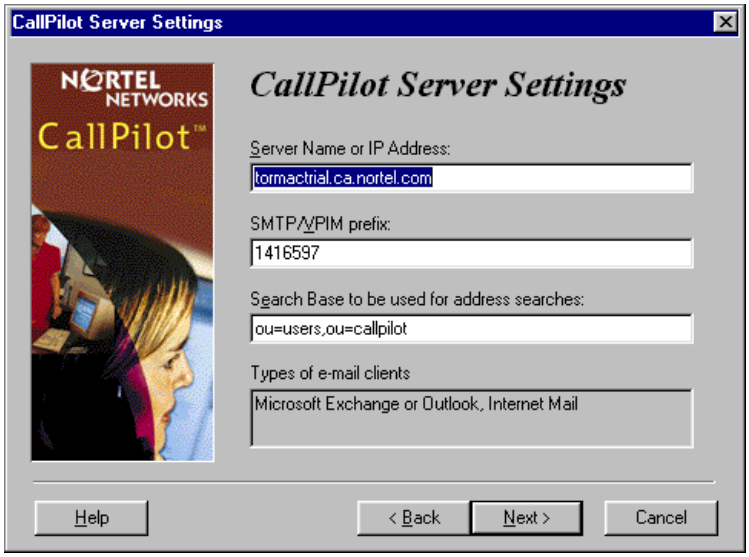
13 Click the **Next** button to accept the default directory, or click the **Browse** button if you want to locate other destination folders, and select the folder you want to install Unified Messaging in. Nortel Networks recommends that you install Unified Messaging in the default folder.

14 Click the **Next** button.
The CallPilot Mailbox Number screen appears.



15 Enter the subscriber's mailbox number. The mailbox number is usually their extension number.

16 Click the **Next** button.
The CallPilot Server Settings screen appears.

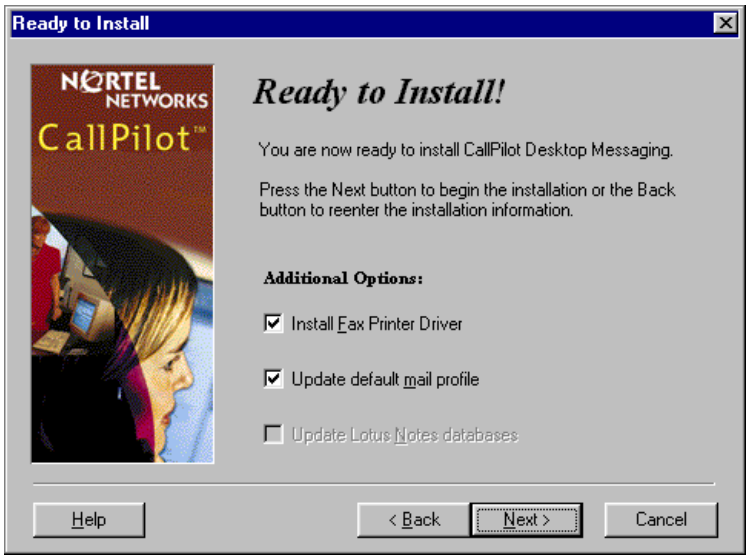


17 In the **Server Name or IP Address** box type the FQDN or IP address of the Business Communications Manager 2.5 system.

18 In the **SMTP/VPIM prefix** box type the SMTP/VPIM prefix of the CallPilot subscriber's address. If CallPilot Networking is not enabled on the Business Communications Manager 2.5 system, leave this box blank, otherwise use the value defined in the Local Prefix field in the Digital Networking Properties page in CallPilot Manager.

19 Do not change the information in the **Search base** box**.**

20 Click the **Next** button.
The Ready to Install! window appears.


Ready to Install
NORTEL NETWORKS
CallPilot™
Ready to Install!
You are now ready to install CallPilot Desktop Messaging.
Press the Next button to begin the installation or the Back button to reenter the installation information.
Additional Options:
Install Fax Printer Driver
Update default mail profile
Update Lotus Notes databases
Help
< Back
Next >
Cancel

21 If you want to install the fax printer driver, select the **Nortel Fax Printer Driver** box. This driver lets you to save a document as a (TIFF-F.) You can send a TIFF-F as a fax to other CallPilot subscribers.

To use the fax driver, in addition to your Internet mail client you must have one of these programs installed on your system:

- Microsoft Exchange or Outlook
- Lotus Notes and Unified Messaging for Lotus Notes
- Novell GroupWise

If any of these options appear dimmed, they are not supported by Unified Messaging for the type of email client you have chosen, and the appropriate fax drivers are pre-selected.

If you are installing Unified Messaging for Lotus Notes, you must enter your Lotus Notes password before the installation process continues. The Unified Messaging installation program tries to detect Lotus Notes by searching for the notes.ini file on the hard drive. If the file is not found, the Lotus Notes option is disabled during installation. If the notes.ini file is located on a server, you can disable Lotus Notes detection to install Unified Messaging for Lotus Notes. To disable Lotus Notes detection:

1 Quit the Unified Messaging installation program.

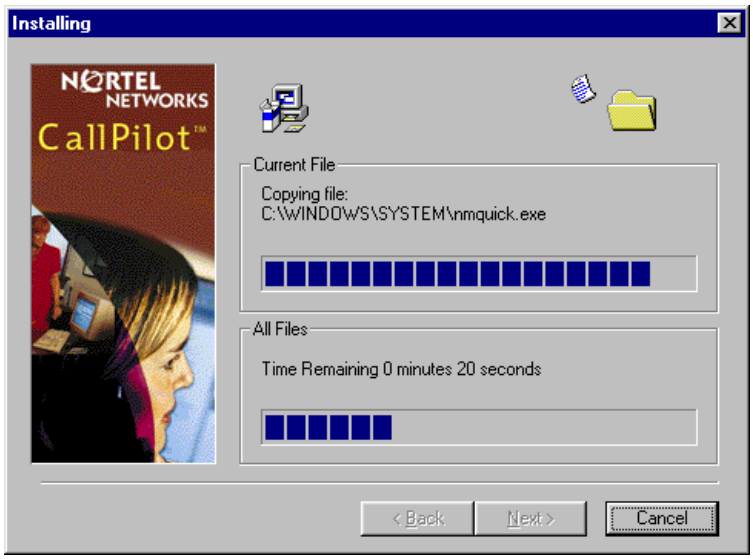
2 Click the **Start** button and click **Run**.
The Run dialog box appears.

3 In the **Open** box type *setup.exe /ld.*

4 Restart the Unified Messaging installation program.

If you are installing Unified Messaging on a Windows NT or a Windows 2000 system, a message appears that prompts you to enter your user name and password.

5 Click the **Next** button.
The installation progress bar appears and indicates that files are being copied.



6 Click the **Finish** button to complete the installation.

Setting the default email client

After you install Unified Messaging, you must set the default email client.

To set the default email client

1 Click the Windows **Start** button, point to **Settings** and click **Control Panel**.
The Control Panel window appears.

2 Double click the **Internet Options** icon.
The Internet Properties window appears.

3 Click the **Programs** tab.

4 In the **E-mail** list box, make sure the client that is displayed is the e-mail client you are using. If another email client is displayed, select the correct email client from the **E-mail** list box and click the **OK** button.

Configuring Outlook 2002

Outlook 2002 handles mail accounts differently than previous versions of Outlook. This section describes how to configure the Unified Messaging options for Outlook 2002.

To set Unified Messaging options

1. In Outlook, on the **Tools** menu, click **E-mail Accounts**.
   The E-mail Accounts wizard appears.
2. Choose **View or change existing e-mail accounts**, and then click **Next**.
3. In the e-mail account list, choose **CallPilot Desktop Messaging**, and then click **Change**.
   The Desktop Messaging options dialog box appears.
4. Make changes to Unified Messaging settings, as required, and then click the **OK** button.
5. Click **Finish** to exit the E-mail Accounts wizard.

Using Outlook 2002 as an Internet mail client

In Outlook 2002, Corporate mode and Internet Mail do not exist. Instead, the subscriber can manage all Exchange server, IMAP and POP server, and Web-based e-mail accounts from the same interface.

This section describes how to configure Outlook 2002 as an Internet mail client that works with Unified Messaging for Internet Mail clients.

If the subscriber uses Unified Messaging with an Exchange Server, you should install Unified Messaging for Outlook on their computer. The Unified Messaging installation program automatically configures Outlook with the required settings.

To define the CallPilot mailbox settings

1. In Outlook, on the **Tools** menu click **E-mail Accounts**.
   The E-mail Accounts wizard appears.
2. Select **Add-a new e-mail account**, and then click **Next**.
   The E-mail Servers page appears.
3. Select **IMAP**, and then click **Next**.
   The Internet E-mail Settings (IMAP) page appears.
4. Specify the settings for the subscriber's CallPilot mailbox.
   - **User Information**—Type the subscriber's name and CallPilot address in the boxes. Enter the address in the form:

     <SMTP/VPIM prefix><mailbox number>@<local CallPilot server>
   - **Logon Information**—Type the subscriber's CallPilot mailbox number and password in the boxes.

- Do not select the **Log on using Secure Password Authentication (SPA)** check box.
- **Server Information**—Enter the CallPilot fully qualified domain name (FQDN) for both the incoming and outgoing servers.

5 Click **Next**.
A message appears that confirms the changes.

6 Click **Finish**.

To configure access to the CallPilot Address Book

1 In Outlook, on the **Tools** menu click **E-mail Accounts**.
The E-mail Accounts wizard appears.

2 Select **Add a new directory or address book**, and then click **Next**.

3 Select **Internet Directory Service (LDAP)** and then click **Next**.

4 In the **Server Name box**, type the CallPilot FQDN.

5 Click **Next**.
A message appears that confirms the changes.

6 Click **Finish**.

To configure text formatting

1 In Outlook, on the **Tools** menu click **Options**.

2 Click the **Mail Format** tab.

3 In the **Message Format** section, select **Plain Text**.

4 Click **OK**.

Configuring Novell GroupWise

This section is an overview of how GroupWise is integrated with CallPilot. For information on how to use GroupWise to address, compose, open, delete, and perform other CallPilot operations, refer to the *Unified Messaging Quick Reference Guide* or the online Help.

Note: If the subscriber uses Novell GroupWise they must have Windows Messaging 4.0 installed on their computer. This is normally the case when Windows is installed on a computer. However, if Windows Messaging 4.0 is not installed, the GroupWise installation gives you these options:

- Install the complete Windows Messaging system.
- Leave Windows Messaging as is.

Install the Complete Windows Messaging system even if Windows Messaging is already installed. This ensures that the GroupWise option is available during Unified Messaging installation.

After you install GroupWise, you must configure it for Unified Messaging.

Removing the CallPilot Message Store

When you install Unified Messaging on the computer of a subscriber who uses GroupWise, the folder is added to the subscriber's GroupWise mailbox.

You or the subscriber can use this procedure to remove the CallPilot Message Store from GroupWise.

To remove the CallPilot Message Store

1. Click the Windows **Start** button, point to **Settings** and click **Control Panel**.
   The Control Panel window appears.
2. Click the **Add/Remove Programs** icon.
   The Add/Remove Programs Properties dialog box appears.
3. In the list select **CallPilot Unified Messaging for Novell GroupWise**.
4. Click the **OK** button.

Configuring GroupWise for Unified Messaging

1. Start GroupWise.
2. On the **Tools** menu click **CallPilot**, point to **CallPilot Configuration**, and click **CallPilot Configuration Menu**.
   The CallPilot Unified Messaging dialog box appears.
3. In the **Server** box enter the Business Communications Manager 2.5 system name or IP Address.

4 In the **SMTP/VPIM prefix** box **enter** the SMTP/VPIM prefix of the subscriber's address. If the Network Messaging option is not enabled leave this box blank. If Network Messaging is installed, enter the value in CallPilot Manager, in the Digital Networking Properties page, in the Local Prefix box.

5 In the **Mailbox** box, enter the subscriber's mailbox number.

6 At **Check for new messages** (Automatically/Manually), if the subscriber uses ISDN or dialup, select **Manually**. This option saves on toll charges by not continuously checking for new messages on the Business Communications Manager 2.5 system.

7 Select **Include original message header when forwarding or replying**. This adds header information to each forward or reply, so that Unified Messaging messages are consistent with other email messages. Subscribers can disable this feature if they wish to.

Note: Business Communications Manager 2.5 treats the attached text header of a voice message as a fax when accessed from the telephone.

8 Select the **Remember password** check box if the subscriber does not want to enter their password each time they log on.

9 Click the **Address Book** tab.

10 In the **Path** box enter the location of the local CallPilot address book.

11 From the **Order** list box, select the order in which you want the names to be displayed in the address book.

12 Select the **Remind me to download address book every __ day(s**) if subscribers want to download addresses automatically from the system. The default is every 20 days. Subscribers can change the number of days, if they want to. If subscribers do not want to download the address book, do not select this check box.

13 If you want to download the address book now, click the **Download now** button. **S**ubscribers can click this button whenever they want to download the address book.

14 Click the **Apply** button.

15 Click the **Audio** tab.

16 Select the **Choose audio device before each audio session** check box if the subscriber does not use either the telephone or computer to listen to their messages on a regular basis.

17 Click the **Download file before playing** check box if the subscriber wants to download messages before they play them. After the message downloads, the subscriber can play the message additional times without delay, and use GroupWise to forward it to another CallPilot subscriber.

18 From the **Audio device** setting, select either **Computer** or **Telephone** as the playback and recording device. If you select **Telephone**, enter a telephone number and click **Add**. All telephone numbers are stored, which is useful if the subscriber listens to or records messages from multiple locations.

19 Click the **Apply** button.

20 Click the **Volume Control** tab.

21 Select the default speaker and microphone volumes from this tab. The microphone level can be changed only from this dialog box. The subscriber can change the volume level and the volume control on the player from this dialog box. The selected volume level is used for future player sessions.

22 Click **OK** to save your changes and close the dialog box.

Configuring Lotus Notes

Updating the Mail database

In Lotus Notes, the Mail database design determines which messages appear in the Notes message list. There are two ways to update the database design for Desktop Messaging:

- **automatic update**: this updates the database automatically when you install Unified Messaging (recommended).
- **manual update**: you or the subscriber must update the database manually after you install Desktop Messaging.

We recommend the automatic update option. It provides the optimal configuration for message storage, is compatible with customized database designs, and does not require any manual updates to the database design.

Updating the database automatically

To automatically update the Mail database, select the Update Lotus Notes Databases option when you install Unified Messaging. When the installation is complete, Unified Messaging is ready to use and does not require any manual changes to the Mail database.

When you use this update method, Lotus Notes stores CallPilot messages in a separate folder. This configuration lets users easily prioritize CallPilot messages since they are not mixed with other e-mail messages.

Updating the database manually

You should update the database design manually only if:

- the subscriber wants CallPilot messages stored in the same Inbox as their Lotus Notes e-mail messages
- the subscriber's database design has not been customized, and the subscriber does not intend to customize the database design in the future
- you are familiar with modifying Lotus Notes database design

To perform a manual update, you must replace the current database design using a CallPilot template. Replacement of the database design removes any customization in the current database design.

To update the Mail database design manually

1. Start Lotus Notes.
2. On the **Help** menu select **About Notes Desktop**.
   Make a note of the version of Lotus Notes.
3. Click the **Mail** database. The Mail database has the subscriber's name and the envelope icon.

4 On the **File** menu, click **Database**, and then click **Replace Design**.
The Replace Database Design dialog box appears.

5 Select **Template Server**.
The Template Server window appears.

6 Select **Local**, and then click **OK**.

7 Select the **Show advanced templates** check box.

8 From the list box, select the version of CallPilot Mail for the version of Lotus Notes that you use.

9 Click **Replace**.
A message appears that asks you to confirm your request to change the database view.

10 Click **Yes**.

Setting up the CallPilot Address Book on the Lotus Notes server

If you want users to access the address book from the Notes server, you must set it up for them. To set up a copy of the CallPilot address book on the Notes server, you install an empty Lotus Notes database (callpilot.nsf) on the server and fill the database with the CallPilot address book information.

Update the address book on the Notes server regularly to ensure that the address information is accurate. Alternatively, you can set up the Lotus Notes server to automatically update the CallPilot address book using the automatic update utility.

To install the CallPilot database

1 Insert the CallPilot Desktop CD in the Lotus Notes server CD-ROM drive.

2 From the Server directory, run setup.exe.
An empty Lotus Notes database file, called *callpilot.nsf*, is created.

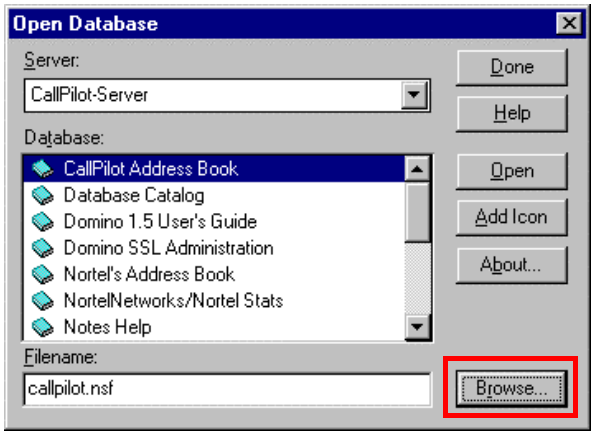
To adding the CallPilot database to the Lotus Notes workspace

1 From the Lotus Notes server, click **File**, point to **Database** and click **Open**.
The Open Database dialog box appears.

2 From the Server Workspace, open a Lotus Notes database.

Note: Make sure that you open the database from the Server Workspace, not the Local Workspace

3 Click the **Browse** button to locate the callpilot.nsf file in the notes/data directory.



4 Select the callpilot. nsf file and click the **Select** button.

5 Click **Add Icon** to add the icon to the Server Workspace.
The new icon appears on the Lotus Notes server workspace.

6 Double-click the icon to open the address book.

7 On the **View** menu, select **CallPilot (People)**.

8 On the **Actions** menu, click **Download CallPilot Address Book**.
To download the address book, you must have the Lotus Notes server administrative password. Contact your Information Systems administrator if you do not have the password.

9 If the Download CallPilot Address Book command is disabled on the Actions menu:

a In Designer mode, open the callpilot.nsf file.

b On the **Actions** menu, click **Download CallPilot Address Book**.

c On the **Edit** menu, click **Properties**.
The Properties dialog box appears.

d Make sure that the **Hide Action if Formula is True** check box is cleared.

e Close the Properties dialog box.

Setting up the CallPilot Address Book Automatic update

You can configure the Automatic update utility as a scheduled task to update the CallPilot address book stored on the Lotus Notes server.

To set up the Automatic update utility

1. Run the CallPilot server installation, if it has not already been run.
2. Update the CallPilot address book manually to make sure that there are no conflicts. To manually download the CallPilot Address Book refer to procedure on page "To update the Mail database design manually" on page 29.
3. Open the CallPilot Address Book.
4. Navigate to the **Folders and Views/Servers/Program** folder.
5. Select the **Program** folder and click **Add Program**.
   The Program view appears.
6. In the **Program name** box, type *nmlnadbk.exe*.
7. Make sure that the **Command line** box is empty.
8. Set **Enabled/disabled** to **Enabled**.
9. Select the time and frequency that you want the update utility to run.
10. Click the **Save** button, and close the dialog box.
    Lotus Notes updates the address book based on the schedule you specified.

Configuring Internet Mail clients

CallPilot Unified Messaging supports these Internet mail clients:

- Outlook Express
- Outlook in Internet mail mode
- Netscape Messenger
- Eudora Pro

Note: You must use at least the minimum supported version of the Internet mail client. In particular, Netscape Messenger versions earlier than 4.5 are incompatible with CallPilot Unified Messaging. Your Information Systems administrator can give you more information on upgrading your Internet mail client.

You need the following information to configure your Internet mail client:

- the FQDN or IP address of the Business Communications Manager 2.5 system
- the subscriber's CallPilot mailbox number and password
- the SMTP/VPIM prefix of the Business Communications Manager 2.5 system. If you use Message Networking, include this prefix. Enter the value from the Local Prefix box of the Digital Networking Properties page in CallPilot Manager.

You can provide this information to subscribers if you want them to configure the client.

Configuring Outlook Express or Outlook in Internet Mail mode

If your Internet mail client is Microsoft Outlook Express or Outlook, use the following procedures.

Configuring an IMAP account on Outlook or Outlook Express

1. Start Outlook.
2. On the **Tools** menu, select **Accounts**.
   The Internet Accounts screen appears.
3. Click **Add**, and then click the **Mail** option.
   The Internet Connection Wizard starts up.
4. In the **Display name** box type your name.
5. Click the **Next** button.
   The Internet Connection Wizard - Internet E-mail Address screen appears.

6 In the **E-mail address** box type the subscriber's CallPilot mail address in the form

<SMTP/VPIM prefix><mailbox number>@<local Business Communications Manager 2.5 system>.
For example: 14165556003@voiceserver.ca.result.com, where:

- 1416555 is the SMTP/VPIM prefix. If you use Message Networking, include this prefix.
- 6003 is the CallPilot mailbox number
- voiceserver.ca.result.com is the FQDN of the Business Communications Manager 2.5 system. If your network does not use DNS, enter <hostname>.localdomain as the FQDN (where the hostname is that of the Business Communications Manager 2.5 system).

7 Click the **Next** button.
The E-Mail Server Names screen appears.

8 From the list box choose **IMAP** as the incoming mail server type.

9 In the **Incoming mail server** box type your FQDN.

10 In the **Outgoing mail server** box type your FQDN.

11 Click the **Next** button.
The Internet Mail Logon screen appears with the subscriber's IMAP account name displayed.

12 In the **Password** box type the subscriber's CallPilot mailbox password.
Do not select the Log on using Secure Password Authentication (SPA) check box.

13 Click the **Next** button.
The Internet Connection Wizard - Internet Mail Logon screen appears.

14 In the **Account name** box type the subscriber's SMTP/VPIM prefix and mailbox number.

15 In the **Password** box type the subscriber's mailbox password.

16 Click the **Next** button.
The Internet Connection Wizard - Congratulations screen appears.

17 Click the **Finish** button and close the Internet Accounts screen.
A message appears that asks if you want to download folders from the mail server you added.

18 Select the **Yes** button to download the folder list for the IMAP account that you just created
or
select the **No** button if you do not want to download the folder list at this time.
Tip: To make changes to your new IMAP account, select the account name and click Properties to display the Properties page.

19 Click the **OK** button.

Configuring an LDAP directory service for Outlook Express or Outlook

1. Start Outlook.
2. On the **Tools** menu, click **Accounts**.
   The Internet Accounts screen appears.
3. Click the **Directory Service** tab.
4. Click the **Add** button and click **Directory Service**.
   The Internet Connection Wizard starts.
5. In the **Internet directory (LDAP) server** box type the FQDN or IP address of the Business Communications Manager 2.5 system.
   Do not select the My LDAP server requires me to log on check box.
6. Click the **Next** button.
   The Internet Connection Wizard - Check E-mail Addresses screen appears.
7. If the subscriber wants to check for addresses in the CallPilot LDAP directory when they address messages, select **Yes**.
8. Click the **Next** button.
   The Internet Connection Wizard - Congratulations screen appears.
9. Click the **Finish** button.
   The Internet Accounts screen appears.
10. Click the **Properties** button, and then click the **Advanced** tab.
11. If your network is slow, move the slide bar under **Search timeout** toward **Long** to increase the timeout.
12. If the subscriber expects to do directory searches that return more matches than the number shown, increase the number in the **Maximum number of matches to return** box.
13. In the **Search base** box type the search base for the CallPilot directory.
    The search base is *ou=users,ou=callpilot*.
14. Click the **OK** button.
    The Internet Accounts screen appears again.
15. If the subscriber wants to check for addresses in the CallPilot LDAP directory, click the **Set Order** button. The Directory Services Order screen appears. If necessary, use the **Move Up** or **Move Down** buttons to position the CallPilot LDAP directory in the search order.
16. Click the **OK** button.
    The Internet Accounts screen appears.
17. Click the **Close** button.

Configuring special settings for Outlook Express or Outlook in Internet Mail mode

1. Select the settings for the type of Outlook the subscriber uses.
   - If the subscriber uses Outlook Express:
     a. On the **Tools** menu, click **Options**.
        The Options screen appears.
     b. Click the **Send** tab.
     c. From **Mail sending format**, select **Plain Text**.
     d. Click the **Plain Text Settings** button.
        The Plain Text Settings screen appears.
     e. From **Message format**, select **MIME**.
     f. From the **Encode text using** list box, select **None**.
     g. Click the **OK** button.
     h. Click the **OK** button.
   - If the subscriber uses Outlook 98:
     a. On the **Tools** menu, click **Options**.
     b. Click the **Mail Format** tab.
     c. From **Send in this message format**, select **Plain Text**.
     d. Click the **OK** button.
2. If the subscriber has addresses from the CallPilot LDAP directory in their Outlook Express or Outlook 98 personal address book:
   - In the Address Book, right-click the recipient's name.
   - Select **Properties**, and then select the **Name** tab.
     The Properties screen appears.
   - Select the **Send E-Mail using plain text only** check box.
   - Click the OK button.

Testing the Outlook Express or Outlook in Internet Mail mode IMAP account

1. Use your telephone to log on to your CallPilot mailbox.
2. Compose a test voice message and send it to the subscriber.
3. Have the subscriber check that the message appears in their Outlook or Outlook Express Inbox.

Configuring Netscape Messenger

If the subscriber uses Netscape Messenger as their Internet Mail client, use the following procedures for configuration.

Notes:

- If the subscriber uses Netscape with POP for email, Netscape cannot be configured with IMAP at the same time. You must set up a different Netscape subscriber profile.
- If the subscriber uses Netscape for their email, Netscape cannot be configured to send mail to CallPilot, since only one SMTP server can be configured. You must set up a different Netscape subscriber profile.
- You need Netscape Messenger 4.5 or later. Netscape Messenger versions prior to 4.5 are incompatible with CallPilot Unified Messaging.

Configuring an IMAP account on Netscape Messenger

1. Start Netscape Messenger.
2. On the **Edit** menu, select **Preferences**.
3. From the **Mail & Newsgroups** category, select **Identity**.
   The Preferences screen appears.
4. In the **Your name** box, type the subscriber's name.
5. In the **Email address** box enter the subscriber's email address in the form <SMTP/VPIM prefix><mailbox number>@<local Business Communications Manager 2.5 system>.

   For example: 198887002@voiceuser.factor.com, where

   - 19888 is the SMTP/VPIM prefix.
   - 7002 is your CallPilot mailbox number
   - voiceuser.factor.com is the FQDN of the Business Communications Manager 2.5 system. If your network does not use DNS then use <hostname>.localdomain as the FQDN (where hostname is that of the Business Communications Manager 2.5 system).
6. From the **Mail & Newsgroups** category, select **Mail Servers**.
   The Preferences screen appears.
7. Click the **Add** button.
   The Mail Servers Properties screen appears with the General tab displayed.
8. In the **Server Name** box type the FQDN of the Business Communications Manager 2.5 system.
9. In the **User Name** box type the part of the subscriber's CallPilot mail address that comes before the @ sign.
10. In the **Check for mail every ___ minutes** box type how frequently you want Netscape Messenger to check for new messages.

11. Select the **IMAP** tab.
12. From **When I delete a message**, select **Mark it as deleted**.
13. Select the **Clean up ("Expunge") Inbox on exit** check box.
14. Click the **OK** button.
    You return to the Mail Servers screen.
15. In the **Outgoing mail (SMTP) server** box type the FQDN or IP address of the Business Communications Manager 2.5 system.
16. In the **Outgoing mail server user name** box type the FQDN or IP address of the Business Communications Manager 2.5 system.
17. From the **Mail & Newsgroups** category, select **Addressing**.
18. From **Pinpoint Addressing**, select both **Address Books** and **Directory Server**.
19. From the **Mail & Newsgroups** category, select **Messages**.
20. From the **By default, forward messages** list box, select **As Attachment**.
21. From **Send messages that use 8-bit characters**, select **Using the "quoted printable" MIME encoding**.
22. From the **Mail & Newsgroups** category, select **Copies and Folders**.
23. Make sure all the check boxes are clear.
24. From the **Mail & Newsgroups** category, select **Formatting**.
25. From **Message formatting**, select **Use the plain text editor to compose messages**.
26. From the **Mail & Newsgroups** category, select **Return Receipts**.
27. From **If I request a receipt when sending a message, I want**, select **A delivery receipt from the receiving server (DSN)**.
28. From **When a receipt arrives**, select **Leave it in my Inbox**.
29. Click the **OK** button.

Configuring an LDAP directory service for Netscape Messenger

1. Start Netscape Messenger.
2. On the **Communicator** menu, select **Address Book**.
   The Address Book screen appears.
3. On the **File** menu, select **New Directory**.
   The Directory Server Property screen appears.
4. In the **Description** box, type a descriptive name for the subscriber's CallPilot directory service.
5. In the **LDAP server** box, type the FQDN of the Business Communications Manager 2.5 system.
6. In the **Search Root** box, type the search base.
   Use the search base *ou=suers,ou=callpilot*
7. Click the **OK** button.

Testing the Netscape Messenger IMAP account

1. Use your telephone to log on to your CallPilot mailbox.
2. Compose a test voice message and send it to the subscriber.
3. Have the subscriber check that the message appears in Netscape Messenger.

Configuring Eudora Pro

To change any part of this configuration after it is complete, on the **Tools** menu click **Options** to display the configuration screens.

Configuring an IMAP account on Eudora Pro

1. Double click the **Eudora Pro** icon.
   The New Account Wizard - Welcome to Eudora Pro! screen appears.
2. Click the **Next** button.
   The New Account Wizard - Account Settings screen appears.

> **Note:** If you have another IMAP account for your CallPilot mailbox, you can import the settings. This configuration assumes that the Eudora IMAP account is a new configuration.

3. From **Would you like to**, select **Create a brand new email account**.
4. Click the **Ne**xt button.
   The New Account Wizard - Personal Information screen appears.
5. In the **Your Name** box, type the subscriber's name.
6. Click the **Next** button.
   The New Account Wizard - E-Mail Address screen appears.
7. In the **E-Mail Address** box type the subscriber's CallPilot mail address.

   Enter the subscriber's email address in the form <SMTP/VPIM prefix><mailbox number>@<local Business Communications Manager 2.5 system>.

   For example: 14164067001@voiceuser.factor.com, where:

   - 1416406 is the SMTP/VPIM prefix
   - 7001 is the subscriber's CallPilot mailbox number
   - voiceuser.factor.com is the FQDN of the Business Communications Manager 2.5 system. If your network does not use DNS, use <hostname>.localdomain as the FQDN (where hostname is that of the Business Communications Manager 2.5 system).
8. Click the **Next** button.
   The New Account Wizard - Logon Name screen appears.
9. Check that the **Logon Name** box contains the part of the subscriber's CallPilot mail address that comes after the @ sign, and click the **Next** button.
   The New Account Wizard - Incoming E-Mail Server screen appears.
10. Check that the Incoming Server box contains the FQDN of the Business Communications Manager 2.5 system.

11 From **Please choose whether the server for your incoming mail uses POP or IMAP**, select **IMAP**, and click the **Next** button.
The New Account Wizard - IMAP Location Prefix screen appears.

12 Click the **Next** button without entering a location prefix.
The New Account Wizard - Outgoing E-Mail Server screen appears.

13 Check that the **Outgoing Server** box contains the FQDN or IP address of the Business Communications Manager 2.5 system, and then click the **Next** button.

14 Click the **Finish** button.

15 On the menu bar, on the **Tools** menu click **Options**.

16 From the **Category** heading click the **Attachments** icon.
The Options screen appears.

17 From **Encoding method**, select **MIME**.

18 From the **Category** heading, click the **Styled Text** icon.

19 From the **When sending mail with styled text (HTML)**, select **Send plain text only**.

20 Click the **OK** button.
You return to the main screen.

Configuring an LDAP directory service for Eudora Pro

1. Start Eudora Pro.
2. On the **Tools** menu click **Directory Services**.
3. From the **Protocols** box, select **LDAP**.
4. Click the **New Database** button.
   The Modify Database screen appears.
5. Click the **Network** tab.
6. In the first box, type a descriptive name for the CallPilot directory service.
7. In the **Host Name** box, type the FQDN or the IP address of the Business Communications Manager 2.5 system.
8. Click the **Search Options** tab.
9. If your network is slow, move the slide bar under **Search timeout** toward **Long** to increase the timeout.
10. In the **Search Base** box type the search base for the CallPilot directory. The search base is *ou=users,ou=callpilot*
11. Click the **OK** button.
    You return to the Directory Services screen.

Testing the Eudora Pro IMAP account

1. From your telephone to log on to your CallPilot mailbox.
2. Compose a test voice message and send it to the subscriber.
3. Have the subscriber check that the message appears in their Eudora Pro client.

Chapter 4
Troubleshooting

This chapter is about:

- Troubleshooting during installation
- Troubleshooting log on problems
- Troubleshooting Outlook 2002 problems
- Troubleshooting Lotus Notes log on problems
- Troubleshooting after logging on
- Accessing Unified Messaging online Help
- Using Unified Messaging Support Tools
- CPTrace

This chapter discusses problems that subscribers can experience with Unified Messaging. The troubleshooting information is divided into problems and suggested solutions. Based on the expertise of subscribers, you can ask them to do some of the troubleshooting procedures.

If the suggested solution does not correct the problem, contact your Nortel Networks representative.

The problems discussed here apply to all clients unless otherwise noted. Perform the suggested solutions from the desktop computer, or, where noted, the Business Communications Manager 2.5 system or administration client.

Troubleshooting during installation

Before you begin to install Unified Messaging for Microsoft Exchange, Microsoft Outlook, GroupWise, or Lotus Notes, you require:

- the subscriber's CallPilot mailbox number
- the fully qualified domain name of the Business Communications Manager 2.5 system
- the SMTP/VPIM prefix of the Business Communications Manager 2.5 system

Note: Before you install Unified Messaging, make sure the Integrated Client (Microsoft Exchange, Microsoft Outlook, GroupWise, or Lotus Notes) is working properly.

Obtaining the Unified Messaging version number

1. If the subscriber cannot log on, but you require the CallPilot version number, navigate to: windows\system\nmdcva.exe
2. Right click the file and select **Properties**.
   The Properties page appears.
3. Select the **Version** tab.
   The version number for Unified Messaging is displayed.

Microsoft Outlook default mail client

You see the error message when you install Unified Messaging: “Either Outlook is not the default mail client or there is no default mail client to fulfill the current request.” If Outlook is installed on the subscriber’s computer but they do not want Outlook to be their default mail client, they can change to another client after Unified Messaging is installed.

To define Outlook as the default mail client:

1. Click the Windows **Start** button, point to **Settings** and click **Control Panel**.
   The Control Panel window appears.
2. Double-click the **Internet Options** icon.
   The Internet Properties dialog box appears.
3. Click the **Programs** tab.
4. From the **E-mail** list box, select **Microsoft Outlook**.
5. Click the **OK** button.

Image Viewer is not installed

Subscribers need Imaging for Windows to view and compose faxes. During installation, CallPilot checks for Imaging for Windows. If it is not installed, you can install it later.

To install Imaging for Windows:

1. Click the Windows **Start** button, point to **Settings** and click **Control Panel**.
   The Control Panel window appears.
2. Click the **Add/Remove Programs** icon.
   The Add/Remove Programs Properties dialog box appears.
3. Click the **Windows Setup** tab.
4. Double click **Accessories**.
5. In the list, make sure that **Imaging** is selected.
6. Click the **OK** button.

No authorization to perform this operation

Subscribers must have Manager or Designer access control of the mail database to install Lotus Notes Unified Messaging. The Lotus Notes administrator sets this control on the server for each subscriber. The default is Manager access.

To determine the level of access control for a subscriber:

1. From the subscriber’s Lotus Notes Mail database, click **File**, click **Database**, and click **Access Control**.
2. Click the subscriber’s name in the displayed list.
   The subscriber’s access control level appears in the Access box. The choices are Manager, Designer, Editor, Author, Reader, Depositor, and No Access.
   For a subscriber to install Unified Messaging, Manager or Designer must be displayed.

3 If neither Manager nor Designer is selected:

— you must temporarily give the subscriber Manager or Designer access

or

— the Lotus Notes administrator must manually update the Mail database from the server for each subscriber who needs CallPilot access

This update creates a new view, CallPilot Unified Messaging, in Lotus Notes.

To update a CallPilot subscriber Mail database from the server:

1 Install CallPilot Unified Messaging on the Lotus Notes server computer by running **Server**, **setup.exe**.

2 Start **Update database design**.

3 To locate the Update database design program, click **Start**, point to **Programs**, point to **Nortel CallPilot Desktop** and click **Update database design**.

4 From **Update CallPilot Mail databases**, select **Add CallPilot components** or R**emove CallPilot components**.

5 Click **OK**.

6 From the **Select database(s)** dialog box, select one or a group of mail files to update.

7 Click **OK**.

Troubleshooting log on problems

Invalid credentials

The subscriber sees messages such as “Invalid credentials. Please retry” or “The server could not be located. Please Retry.”

1. On the subscriber’s computer, check that Unified Messaging is configured with the proper settings. Verify that the following information is correct:
   - mailbox number
   - fully qualified domain name (FQDN) or IP address of the Business Communications Manager 2.5 system
   - the SMTP/VPIM prefix of the Business Communications Manager 2.5 system
2. Check that you can log on from the telephone using the same mailbox number and password.
3. Verify that you have network connectivity to the Business Communications Manager 2.5 system.

   For example, issue a network command to the Business Communications Manager 2.5 system exactly as it appears in your Unified Messaging configuration. Try to ping using the DOS prompt, and ensure that you receive a valid response from the Business Communications Manager 2.5 system. If you do not have network connectivity to the Business Communications Manager 2.5 system, you are not able to access Unified Messaging.
4. Ensure that DNS is configured on this computer. Under TCP/IP properties, select the DNS tab. Ensure that a DNS server is listed. Verify that it is the correct IP address for the DNS server.
5. Check with the DNS administrator whether the server name is in the DNS server. Verify that the correct hostname is configured in the DNS server.
6. The following actions can be taken to resolve this situation:

- The CallPilot FQDN must be properly configured in the DNS server.
- Refer to “Configuring environments without a DNS” on page 13 for instructions on configuring CallPilot Unified Messaging in an environment with no DNS server.

CallPilot Logon Failure

The subscriber sees a message that their computer is not connected to the network.

Microsoft
Outlook
CallPilot Logon Failure
Your computer does not appear to be connected to the network.
Would you like to retry the connection or work offline?
Retry
Work offline
54187-640-0413303-17775
Copyright© Microsoft Corporation 1995-2001.
All rights reserved. This program is protected by US and international copyright laws as described in Help About.

Tell the subscriber to contact their network administrator.

Troubleshooting Outlook 2002 problems

These are issues with how Unified Messaging works with Outlook 200. These issues should be resolved with a future Outlook service release patch from Microsoft.

Sending messages

When a subscriber who uses Outlook 2002 creates a CallPilot message in the CallPilot window, Outlook does not automatically send the message when the subscriber clicks the Send button. To send the message, the subscriber must click the Send/Receive button on the Outlook toolbar. We recommend subscribers install Outlook SP 1 from Microsoft, which fixes this issue.

Accessing CallPilot support tools in Outlook 2002

This section describes how to use CallPilot support tools specific to Unified Messaging for Outlook 2002.

To reset the CallPilot Message Store in Outlook 2002

1. On the subscriber's computer, press the **Ctrl** and **Shift** keys.
2. In Outlook, on the **Tools** menu, click **Send/Receive**, **Accounts**, **CallPilot Transport**.
3. Continue to press the **Ctrl** and **Shift** keys until the CallPilot Reset Mailbox dialog box appears.
4. Click **Reset Mailbox**.

To access the Outbox Fix utility in Outlook 2002

1. In Outlook, on the **Tools** menu click **E-mail accounts**.
   The E-mail Accounts wizard appears.
2. Select **View or change existing e-mail accounts**, and then click **Next**.
3. In the e-mail account list, select **CallPilot Unified Messaging**.
4. While you press the **Ctrl** and **Shift** keys, click **Change**.
   The CallPilot Outbox Fix dialog box appears.
5. Click **Fix outbox**.

Troubleshooting Lotus Notes log on problems

When Unified Messaging is installed, Unified Messaging appears under Folders and Views. In the Personal Name and Address Book on Local database, two new views are created:

- Groups (CallPilot)
- People (CallPilot)

Note: In Lotus Notes 5.0, these views are accessible only from the View menu. In Lotus Notes 5.0 subscribers must log on to CallPilot before they can download the address book.

Subscribers cannot see CallPilot Unified Messaging

When the subscriber logs on, they do not see Unified Messaging.

1. Verify that the subscriber is in **Folders and Views**.
2. If they do not see Unified Messaging and they are in Folders and Views, ask the subscriber to uninstall the current version of CallPilot, and then reinstall it. When they reinstall, tell them to make sure that when they reach the Ready to Install window they select the Update Lotus Notes databases check box.

Note: Even if the subscriber does not select the check box, you can manually update the Mail database design.

Replace the Mail database design only if you have not customized Lotus Notes. If you replace the database design, any customization is removed.

You require Manager or Designer-level access to update the Mail database design.

Replacing the Mail database design

The Lotus Notes administrator can replace the Mail database design from the Lotus Notes server.

To update the Mail database design:

1. Copy one of the files into the notes/data directory on the Lotus Notes server:
   - cpmail45.ntf for Lotus Notes 4.5
   - cpmail46.ntf for Lotus Notes 4.6
   - cpmail50.ntf for Lotus Notes 5.0
2. Use **File** > **Database** > **Open** to add the mail database icon that you are going to update.
3. Select this icon.
4. Select **File** > **Database** > **Replace design**.
5. In the **Replace Database Design window**, select the **Show advanced templates** check box.

6 Make sure that:

- the Inherit future design changes check box is selected
- Hide formulas and LotusScript is not selected

7 Select **CallPilot Mail (R4.5)**, **CallPilot Mail (R4.6)**, or **CallPilot Mail (R5.0)**.

8 Click **Replace**.

9 Press **F9** to refresh the window and display the names.

No entries in CallPilot Personal Name and Address Book

While in the Personal Name and Address Book window, the subscriber selects People (CallPilot) and does not see any entries in the CallPilot Address Book.

Ask the subscriber to download the CallPilot Address Book manually and update the Personal Address Book template.

To manually download the CallPilot Address Book:

1 Make sure that Address Book—People (CallPilot) window is the active window.

2 On the **Actions** menu, select **Download CallPilot Address Book**.

The dynamic link library nNOTES.dll could not be found in the specified path

1 On your desktop, right-click the **Lotus Notes** icon, select **Properties**, and then click the **Shortcut** tab.

2 Examine the properties of your Lotus Notes shortcut.

3 Verify the path in the **Start in** box.
Note: Usually, when Lotus Notes creates a shortcut, it puts a working directory in this box.

4 Add or update the path.

You download the CallPilot address book and 0 entries are found

1 Check the **CallPilot Address Book** search base.
Search base is configured under **Actions** > **CallPilot Desktop Messaging** > **CallPilot Desktop Messaging**. Select the **Address Book** tab.

2 Verify that the search base is exactly as it is configured on the CallPilot Administration Client.

Troubleshooting after logging on

The CallPilot address book is empty

Lotus Notes 5.0 subscribers must log on to CallPilot before they can download the address book.

1. Make sure that your **Address Book—People (CallPilot)** window is the active window.
2. On the **View** menu, click **Refresh**.
3. Make sure the CallPilot Address Book has been downloaded.

Exchange/Outlook and GroupWise clients:

1. Click **Download CallPilot Address Book**.
2. If it responds with 0 entries found, verify that the search base is correct.

The subscriber has message access problems

The subscriber has modified the settings so that they are now correct, but the subscriber still cannot access their messages.

If you modified the settings while Unified Messaging was open, close and reopen Unified Messaging so that the settings take effect.

The subscriber has problems sending messages

When the subscriber sends a message, it arrives in the recipient's Exchange/Outlook mailbox, but it does not arrive in the CallPilot message mailbox.

1. Ensure that when you address the message, you locate the recipient's address in the CallPilot Address Book. If the recipient is defined in your Personal Address Book, then ensure that the Personal Address Book entry is a CallPilot address.
2. To ensure that the recipient is defined as a CallPilot Address type, highlight the name, click **Properties**, and verify that the Address Type=CallPilot.
3. Before you send the message, in the To field, highlight the Recipient, click **Properties**, and verify that the Address Type=CallPilot.

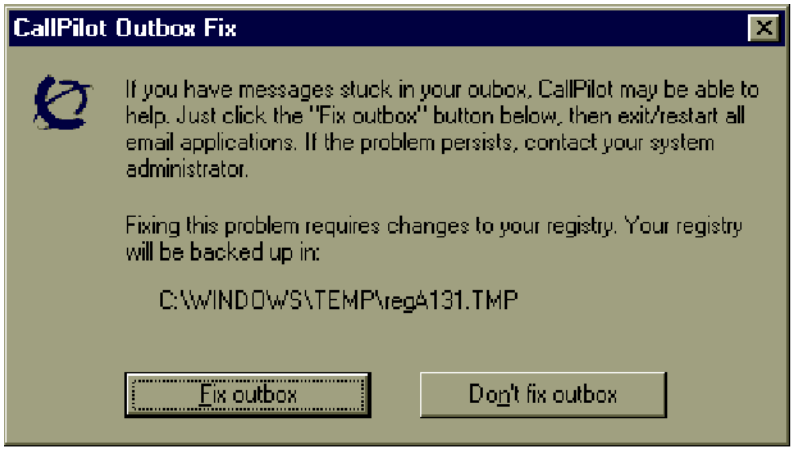
Messages remain in the subscriber's Outbox

On Microsoft Exchange or Outlook, messages remain in the mail client outbox (not the CallPilot Message Store outbox). This problem can be caused by the migration from one server to another while maintaining the same Exchange/ Outlook client.

Remove the Exchange server, then re-add it to the subscriber's profile.

To fix the Outbox:

1. On the subscriber's computer, on the **Tools** menu click **Services**.
   The Services dialog box appears.
2. Select **CallPilot Desktop Messaging**.
3. Press the **Ctrl** + **Shift** keys, and click **Properties**.
   The CallPilot Outbox Fix dialog box appears.


CallPilot Outbox Fix
If you have messages stuck in your oubox, CallPilot may be able to help. Just click the "Fix outbox" button below, then exit/restart all email applications. If the problem persists, contact your system administrator.
Fixing this problem requires changes to your registry. Your registry will be backed up in:
C:\WINDOWS\TEMP\regA131.TMP
Fix outbox
Don't fix outbox

4. Click the **Fix outbox** button.

The subscriber cannot send messages

The subscriber cannot send messages to fax, AMIS or digital networking subscribers.

1. Make sure that the subscriber is addressing the message correctly. Refer the subscriber to "Address Formats" in their online Help.
2. Ensure the subscriber has the capability to send messages to fax, AMIS and digital networking subscribers. Security concerns can restrict subscribers from composing messages to these types of subscribers.
3. For fax addresses, ensure that you can dial the number the subscriber is specifying from the subscriber's phone set. Set based restrictions can preventing the call from completing.

The subscriber cannot send a CallPilot message

The subscriber cannot send a CallPilot message. When the subscriber clicks Send, an error message appears that says, "Error. Failed to send message."

- Ask the subscriber to check that their mailbox is not full. If their mailbox is full, they cannot send messages until some messages are deleted.
- Ask the subscriber to check the format of the message address. If the FQDN after the @ symbol does not match the FQDN of the Business Communications Manager 2.5 system configured to this mailbox, the message is rejected.

- Ask the subscriber to verify that no attachment is empty. An empty attachment causes the entire message to be rejected. Delete the empty attachment and try sending the message again.

Verify that you can ping the Business Communications Manager 2.5 system:

1. At the DOS prompt, type:
   ping <Business Communications Manager 2.5 FQDN>
2. If the response is “request timed out,” then type:
   ping <Business Communications Manager 2.5 IP address>

   Note: If there is a reply, then the Business Communications Manager 2.5 system FQDN has not been properly configured to your Domain Name System (DNS). Contact your DNS administrator for assistance.
3. If there is no reply, verify that the Business Communications Manager 2.5 system can be reached on your LAN. Contact your IS administrator for help.
4. Verify that the Business Communications Manager 2.5 system is up and running.

Non-delivery notification

The subscriber receives non-delivery notifications for messages.

1. Ask the subscriber to verify that they have a valid attachment type.
2. Ask the subscriber to make sure that their mailbox is not full.
3. Ask the subscriber to make sure that they are addressing the message correctly. See “Address Formats” in the online Help.
4. Ask the subscriber to ensure that they are attaching only TIFF-F, VBK, WAV, or TXT files to your messages. Unified Messaging does not accept any other file types.
5. If the subscriber is sending to a remote location, ask the subscriber to verify that the address is valid and still exists.
6. For fax machines, ensure that the fax number is valid and the machine is accepting faxes.
7. Ensure that the subscriber has the capability to dial the number. Refer to the *CallPilot Manager Set Up and Operation Guide.*
8. Verify that the remote server is responding by issuing a network command on the Business Communications Manager 2.5 system. Internet Mail clients cannot send or receive WAV files.

"Unknown" appears in the Sender field

In some messages, the subscriber sees a name or phone number in the Sender field. In other messages, the subscriber sees “Unknown.”

If the caller’s phone system has Calling Line ID, CLID information appears in the Sender field for messages that are created when people phone you and you are not available. If CLID information is not provided, it appears as “Unknown.” For messages that are sent from people using Networking, if the sender’s name is not provided to the CallPilot system, the Sender field appears as “Unknown.”

The subscriber has problems with faxing

The subscriber requires Imaging for Window to view and compose faxes. During installation, CallPilot checks for Imaging for Windows. If it is not installed, CallPilot is still installed successfully. You can install the imaging software later.

To install Imaging for Windows:

1. Click the Windows **Start** button, point to **Settings** and click **Control Panel**.
   The Control Panel window appears.
2. Double-click the **Add/Remove Programs** icon.
   The Add/Remove Programs Properties dialog box appears.
3. Click the **Windows Setup** tab.
4. Double-click the **Accessories** icon.
5. In the list, ensure that **Imaging** is selected.
6. Click the **OK** button.

- If the error message states that the message cannot be sent because part of the media cannot be converted, or because the media is not supported at the recipient's system, ensure you only send attachments that are TIFF-F, WAV, VBK, or text files.
- Ensure that the subscriber and the recipients can send and receive fax (TIFF-F) messages. Also, ensure that all TIFF files are TIFF-F files created using the Nortel Fax Printer. Not all TIFF files are class F.
- Ask the subscriber to check that their mailbox is not full. When they log on to Unified Messaging or the telephone, if they receive a message that their mailbox is full, they cannot send any messages until they delete some messages to create space in their mailbox.

The subscriber has problems with fax reception

People do not receive faxes sent by the subscriber, or the subscriber does not receive faxes sent to them.

- Verify that the subscriber has a mailbox Class of Service with fax capability.
- Make sure that the people the subscriber is sending faxes to can receive faxes. For more information, refer to the *Unified Messaging Quick Reference Guide*.

The subscriber has problems with receiving replies

Recipients can see the subscriber's CallPilot messages and people receive the messages that the subscriber sends, but the subscriber does not receive replies to their messages.

1. On the **Actions** menu, select **CallPilot Configuration**.
2. Click **Properties**.
3. Ensure that the SMTP/VPIM prefix is specified correctly.

Deleted messages remain in the subscriber's mailbox

When a subscriber deletes messages using Unified Messaging, the messages are still in the subscriber's mailbox when they access the mailbox using the telephone.

If the messages that they delete on the desktop are still in a Deleted Items Folder in the CallPilot Message Store, the messages remain in the subscriber's CallPilot mailbox. The subscriber still has these messages when they access them from the telephone. To remove the messages from both mailboxes, the subscriber must permanently delete them from the Deleted Items folder.

The subscriber cannot delete messages

The subscriber cannot delete their messages. When the subscriber tries to delete the messages permanently, the messages remain.

If the subscriber is using Unified Messaging to delete these messages and they are also logged on to their mailbox from their telephone, they cannot delete messages using Unified Messaging.

Ask the subscriber to end the telephone mailbox session, and then try to delete the messages from Unified Messaging.

Messages no longer on server

The subscriber receives the error message: "This message could not be found on the server. Messages must exist on the server in order to be played via the telephone. Use computer to play this file. Port failed."

Voice messages that are saved to the subscriber's computer are no longer in their CallPilot Inbox. The subscriber cannot play these messages from the telephone. To listen to these messages, the subscriber must use computer speakers or headphones.

Voice message does not play on telephone

The subscriber plays a voice message from the telephone. The subscriber answers the telephone when it rings but the message does not play.

1. Ask the subscriber to say something like "hello," to initiate message playback.
2. Ask the subscriber to check the CallPilot player status bar. If it states Open Pending, hang up the telephone. Click **Computer** on the player, and then click telset playback. The phone rings again.
3. Tell the subscriber that if the Status bar still says Open Pending, hang up again and wait three to five minutes and try to play the message again. If this problem persists, contact your Nortel Networks Customer Technical Support.

The Message Waiting Indicator is active but there is no new message

The subscriber's telephone message waiting indicator is activated but there is no new message in the subscriber's Desktop Inbox.

Messages are downloaded from the Business Communications Manager 2.5 system with the same frequency as email messages (this applies only to Lotus Notes subscribers).

1. To adjust the frequency, on the **File** menu, select **Tools.**
2. Click **User Preference**s.
3. Click **Mail.**
4. Change the **Check for mail every __ minutes** setting.
5. If you want to check for mail immediately, on the **Actions** menu, select **Refresh CallPilot Message List**.

Accessing Unified Messaging online Help

Unified Messaging for Microsoft Exchange and Outlook, Novell GroupWise, and Lotus Notes provides standard Help.

Note: To access Internet Mail client Help, on the Messaging Administration menu click Internet Mail Client Administration.

Internet Mail client Help contains Help for the CallPilot interface. Use the manufacturer's online Help for questions about your Internet Mail client.

To access online Help

From Microsoft Exchange or Outlook:

- From your **Inbox**, on the **Help** menu, select **CallPilot Desktop Messaging Help**.

From Novell GroupWise:

- From your **Inbox**, on the **Help** menu, select **CallPilot Desktop Messaging Help**.

From Lotus Notes:

- From your **Inbox**, on the **Actions** menu, select **CallPilot Help Topics**.

Using Unified Messaging Support Tools

Resetting the CallPilot message store for Microsoft Exchange or Outlook

This feature is available only for subscribers who use Microsoft Exchange or Outlook. Resetting the CallPilot message store removes invalid or corrupt messages from the inbox.

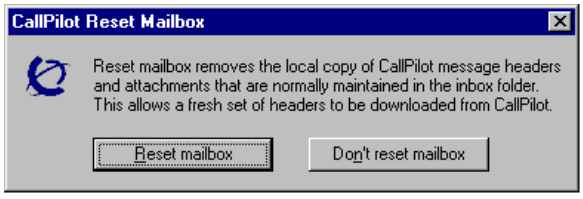
Lotus Notes and GroupWise clients can reset their mailboxes by choosing the Refresh CallPilot Message List option.

For Outlook 97

1. Press **Ctrl** + **Shift**.
2. On the **Tools** menu, select **Check for New Mail**.
3. Press **Ctrl** + **Shift** until the CallPilot Reset Mailbox dialog box appears.
4. Press the **Reset Mailbox** button.

For Microsoft Outlook 98, 2000

1. Press **Ctrl** + **Shift**.
2. On the **Tools** menu, click **Send and Receive**, and then click **CallPilot Transport**.
3. Press **Ctrl** + **Shift** until the CallPilot Reset Mailbox dialog box appears.


CallPilot Reset Mailbox
Reset mailbox removes the local copy of CallPilot message headers and attachments that are normally maintained in the inbox folder. This allows a fresh set of headers to be downloaded from CallPilot.
Reset mailbox
Don't reset mailbox

4. Select the **Reset Mailbox** button.

   All CallPilot messages are purged from the subscriber's mailbox, and the CallPilot message headers that are stored for the subscriber are downloaded again. The messages disappear and then reappear one by one. All message caching is lost.

Note: The messages are not deleted from CallPilot. The messages are removed from the client computer cache. Messages are downloaded again from Business Communications Manager 2.5 system to the client computer.

This feature is intended for system administrators and CallPilot product support.

CPTrace

You can use CPTrace to collect information about problems with one of the desktop clients that CallPilot runs on. You save this information to a log file that you can analyze to determine the cause of the problem.

Problems you can look for include:

- trouble connecting to the Business Communications Manager 2.5 system
- CallPilot player problems
- address book problems
- problems with message compose, reply, forward, delete and notification

To use CPTrace, you must understand Unified Messaging functionality and the corresponding components on the IMAP server.

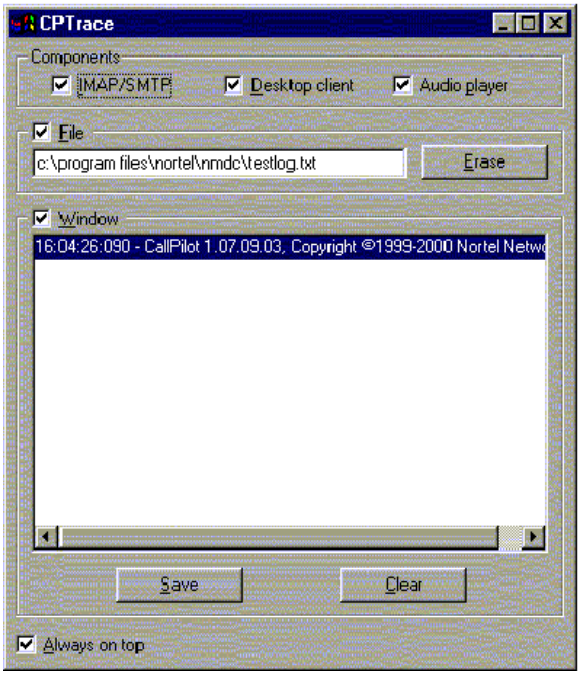
Note: Running CPTrace affects how CallPilot works. It is possible that you will not be able to reproduce problems while CPTrace is running.

CPTrace.exe is installed with each desktop client in the \Program Files\Nortel\<client directory>:

- for Microsoft Exchange and Outlook, in nmdc
- for Lotus Notes in nmin
- for GroupWise in nmgw

Using CPTrace

To use CPTrace, double-click the CPTrace.exe in the corresponding desktop client directory.



CP Trace settings

The CPTrace settings are stored in the Windows registry. The existing settings are used each time you run CPTrace.

CP Trace settings	
IMAP/SMTP	Logs all IMAP/SMTP traffic
Desktop client	Logs internal Exchange and Outlook, Lotus Notes and GroupWise traffic
Audio Player	Logs Audio player traffic
File	Writes logs to a file. Check this box and type a file name and extension to maintain the log. You can include a directory path such as c:\my player. When you close CPTrace with the File check box selected, the Desktop client continues to write information to the file selected. This slows down the Desktop operation slightly. The log file never gets larger than 1Mbyte. When the file size reaches 1Mbyte, 10 percent of the file is purged, starting with the oldest data. If you select the File check box and close CPTrace, you receive a warning that File tracing is still enabled and asking if you want to turn off tracing. Click Yes to leave file tracing enabled.
Window	Writes logs to the display window.
Erase	Deletes the log file from the directory you defined for it. A message appears that asks you to confirm the deletion.
Clear	Clears the display window
Save	A Save As dialog box appears that you can use to save the trace to a text file. The default file name is CPTrace.txt. This file is stored in a temporary directory.
Always on top	Check this box to keep the CPTrace tool on top of other windows.

Index

A

Access
to Business Communications Manager 2.5 14

Accessing Help 56

B

Business Communications Manager 2.5
voice format 8

C

CallPilot
Message Store 26

CallPilot Address Book
setting up in Outlook (Internet mail mode) 25
setting up in Outlook Express 25

CLAN IP address 33

Configuring
access to Business Communications Manager 2.5 14
environments without a DNS 13
Eudora Pro 40
GroupWise 26
IMAP account on Outlook/Express 33
Internet mail clients 33
IP address only 13
LDAP directory service for Outlook/Express 35
Lotus Notes 29
Netscape Messenger 37
Outlook Express or Outlook (Internet Mail mode) 33
special settings for Outlook Express or Outlook (Internet Mail mode) 36

D

Domain Name System (DNS) 53
configuring environments without a DNS 13

E

entering
domain name (IP address only) 13
host name (IP address only) 13

error message
Image Viewer is not installed 44
No authorization to perform this operation 44

estimated installation time
Unified Messaging 15

Eudora Pro 8
configuring 40
configuring IMAP account 40
configuring LDAP directory service 42
testing IMAP account 42

F

Fully Qualified Domain Name (FQDN) 46

G

GroupWise
CallPilot Message Store 26
configuring 26

H

Help, accessing 56

host name
IP address only 13

I

Imaging for Windows 44

IMAP
configuration 37
configure settings 12
server 12
server name 34
testing Outlook Express or Outlook (Internet Mail mode) IMAP account 36

Installation requirements 15

installing
Imaging for Windows 44
Unified Messaging
estimated time 15

Installing Unified Messaging 17

Integrated clients 8

Internet mail
configuring clients 33
configuring Outlook Express or Outlook (Internet Mail mode) 33
configuring special settings for Outlook Express or Outlook (Internet Mail mode) 36
testing Outlook Express or Outlook (Internet Mail mode) IMAP account 36

Internet Mail clients 8

Internet Message Access Protocol. See IMAP 12

IP addresses 13

L

LDAP
configure settings 12
configuring directory services 35
directory name 35
directory services 35
server 12
Lightweight Directory Access Protocol. See LDAP 12
Lotus Notes
configuring 29
workspace 30

M

message waiting indicator 56
Microsoft
Outlook (Internet mail mode) 8
Outlook Express 8
Microsoft Outlook (Internet mail mode)
configuring access to CallPilot Address Book 25
Microsoft Outlook 2002
configuring text formatting options 25
specifying e-mail settings 24
Microsoft Outlook Express
configuring access to CallPilot Address Book 25
My LDAP server requires me to log on 35

N

Netscape Messenger 8
configuring 37
configuring IMAP account 37
configuring LDAP directory service 39
Return Receipts 38
testing IMAP account 39

O

online Help
Address Formats 52
Outlook Express or Outlook (Internet Mail mode)
configuring 33

R

related information products 8

S

servers
IMAP 12
LDAP 12
SMTP 12
Simple Mail Transfer Protocol. See SMTP 12
SMTP
server 12
server name 34
SMTP/VPIM 46
SMTP/VPIM prefix 15, 27, 33, 37, 43
support tool
CPTrace 58
reset CallPilot message store
for Microsoft Outlook 98, 2000 57
for Outlook 97 57
Supported integrated clients 8
Supported Internet Mail clients 8

T

timeout 35
Search timeout 42
troubleshooting
after successful logon 51
Exchange/Outlook and GroupWise clients 51
Exchange/Outlook client 51
during installation 43
logon failures 46
obtaining the version number 43
Unified Messaging support tools 57
update CallPilot user Mail database (for administrator) 45

U

Unified Messaging
about 7
data network security 11
hardware requirements 7
online Help 56
optional hardware requirements 7
related documents 8
software requirements 8
supported IMAP Internet clients 8
supported integrated clients 8
supported Internet Mail clients 8
Unified Messaging support tools 57
uninstalling earlier version of Unified Messaging 16
user installation
fax requirements 16

V

VPIM 12
Networking 12

W

Windows Messaging 4.0 15, 26